



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Baggenstoss et al.**

Serial No.: **10/733,457**

Filed: **December 11, 2003**

For: **Managing the Rate of Delivering Performance  
Interventions in A Contact Center**

)  
) Examiner: **Bui, Bing Q.**  
)  
) Art Unit: **2642**  
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) Confirmation No. **8796**  
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**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

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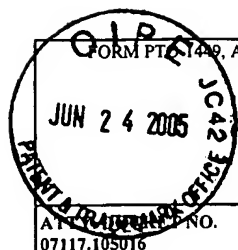
Respectfully submitted,

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FORM PT-449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

APPLICATION NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

EXAMINER	DATE CONSIDERED
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